



U.S. AIR FORCE

SPS Technical Breakout

Troubleshooting Common Errors



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***Air Force Contracting e-Business Training Workshop
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- Common Sybase Errors
- Enhancing Database Performance
- Password Changes

Common Sybase Errors



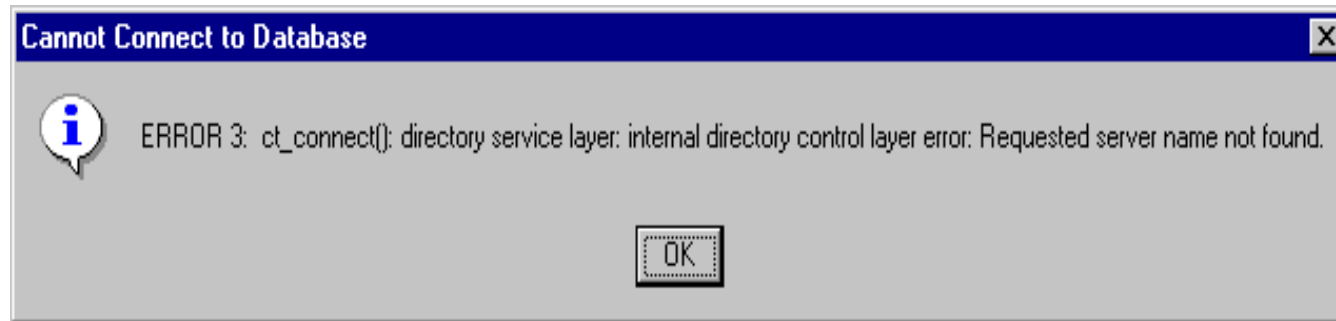
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- Error 3: Connect two endpoints failed
- Error 1000: Unable to connect to master database
- Error: 999 DBMS SYC is not configured on this machine.



Error 3

➤ Error message received



- ## ➤ Troubleshooting “Error 3: ct_connect”
- Multiple sql.ini files
 - Server name is listed in sql.ini
 - The sql.ini file has is invalid IP Address



- Validate existence of multiple sql.ini files
 - If there are multiple files, verify that the entry for the server name exists in each file.
- Validate server name is listed in the sql.ini file

[SPS_F12617]

master=NLWNSCK,162.70.62.105,5000

query=NLWNSCK,162.70.62.105,5000

- If server entry does not exist then create one and enter the IP Address of the Sybase Server.



➤ Validate IP Address

[SPS_F12617]

master=NLWNSCK,162.70.62.105,5000

query=NLWNSCK,162.70.62.105,5000

- Update the IP Address if value is incorrect.

Error 999



- Variations of error 999
 - Unable to initialize Client Library Context
 - DBMS is Not Supported
- Troubleshooting “Unable to initialize Client Library Context” error
 - Validate the Windows Environment Variables
 - ✓ Path Variable = <dir>:\PD2\Bin;<dir>:\PD2\Bin\Bin
 - ✓ Sybase Variable = <dir>:\PD2\Bin
 - ✓ DSQUERY Variable = Sybase



Error 999 Cont'd



➤ Troubleshooting “DBMS is Not Supported In Your Current Installation”

- Verify database entry is located within the pddod.ini file

```
[Database]                                DBMS=SYC
      Database=SPS_F12617_DB
      ServerName= PD_SYBASE_SERVER
```

- If missing, copy a pddod.ini file from a working machine into the <dir>:\PD2\Bin directory.



Error 1000



- Error message
 - Error 1000: Unable to connect to master database.
- Troubleshooting
 - Server is Online
 - Sybase userid or password provided to installer valid
 - IP Address provided to installer is correct



Performance Enhancing Tips



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- Generate large CLIN documents on the ASF Server
 - New feature in v4.2 Increment 1
 - How to Setup ASF generation feature
 - ✓ Utilities > Systems Administration > ASF
 - ✓ Check Local and Server
 - Allows user to select Client or ASF at Generation
 - Large CLIN documents tend to lock-up the system during the Generation Process



Performance Enhancing Tips



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- Advantages of ASF Server Generation
 - ✓ Frees up Client Machine
 - ✓ Faster Generation



Performance Enhancing Tips Cont'd



- Reorg Compact (DOL) (v4.2 Increment 1)
 - Over time, Data Only Locking (DOL) tables can exhibit inefficient handling of space and clustered indexes
 - The Reorg Compact Utility improves DOL page performance
 - ✓ Collects garbage by compacting unused free space
 - ✓ Removes row forwarding
 - ✓ Improves index clustering



Performance Enhancing Tips

Cont'd



- To perform Reorg Compact, run the Reorg Compact Tables script within Script-Aid (currently v3.1a)
 - ✓ Script should be run when all users are off system
 - ✓ Highly recommended that script be run periodically to improve performance.



Performance Enhancing Tips Cont'd



➤ Update Statistics

- Over a period of time, system table statistics tend to become outdated, thus causing a degradation of system performance.
- The heavier the system usage, the more degradation.
- Update Statistics will update the System Table Statistics
- Easiest way to improve the performance of the database



Performance Enhancing Tips Cont'd



➤ How To Run Update Statistics

- To update statistics, run the Update Statistics script within Script-Aid (currently v3.1a)

➤ When To Run Update Statistics

- All users should be off of the system
- After upgrading your PD² database
- After running the clause database installer
- When a new index is dropped/added from a table
- When the system appears to be running slower than normal



Performance Enhancing Tips Cont'd



- Recommended that statistics be run once a month



Password Changes



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- Password Expiration Every 90 Days (v4.2 Increment 1)
 - Upon upgrade to v4.2 Increment 1 all Sybase logins will be set to expire every 90 days.
 - SPS-I and Application Server password change.



SPS-I Password Change



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- When Do You Change Password
 - When “sa” password updated within Sybase.
 - Every 90 Days
- Where Do You Change the Password
 - SPS-I Profiles
 - SPS-I Integration Manager (IM)



SPS-I Password Change Cont'd



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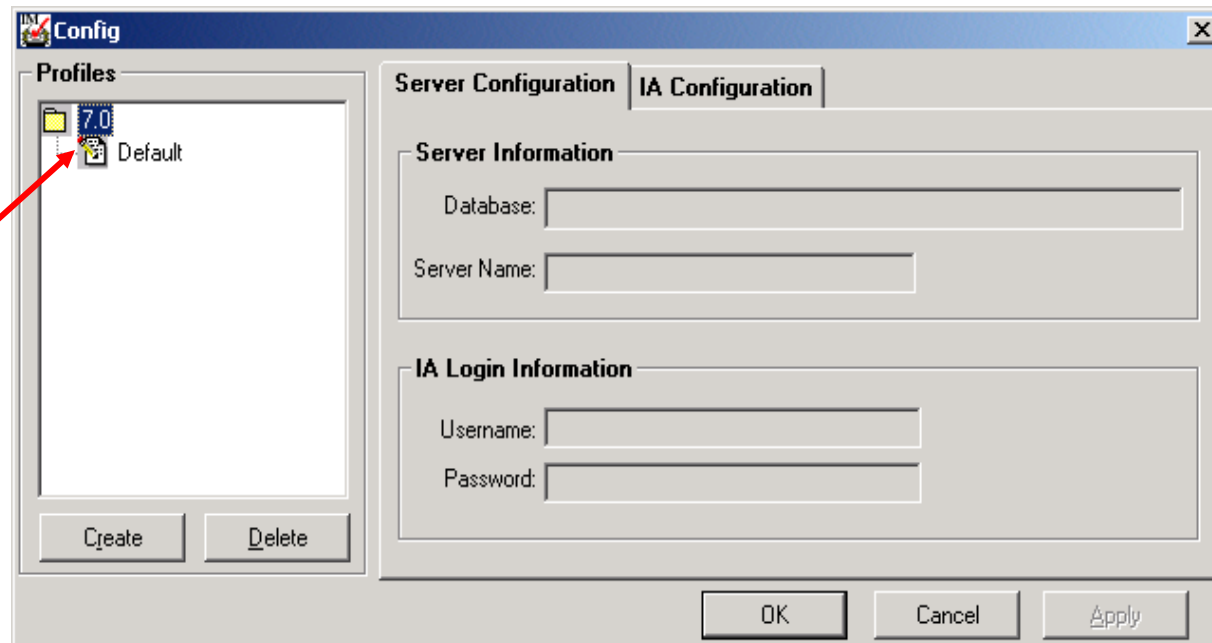
- Why Update SPS-I Profiles
 - Password enables SPS-I Interface to run
- Why Update SPS-I IM
 - Password enables the Editing of SPS-I Interfaces
 - Error received when password incorrect
 - ✓ Predefined Message “pfc_dwderror” not found



Overview - Updating The SPS-I Profile



- To Open SPS-I Profiles
 - Go to Start > Program Files > SPS-I > SPS-I Profiles
- Select Default as your SPS-I Profile

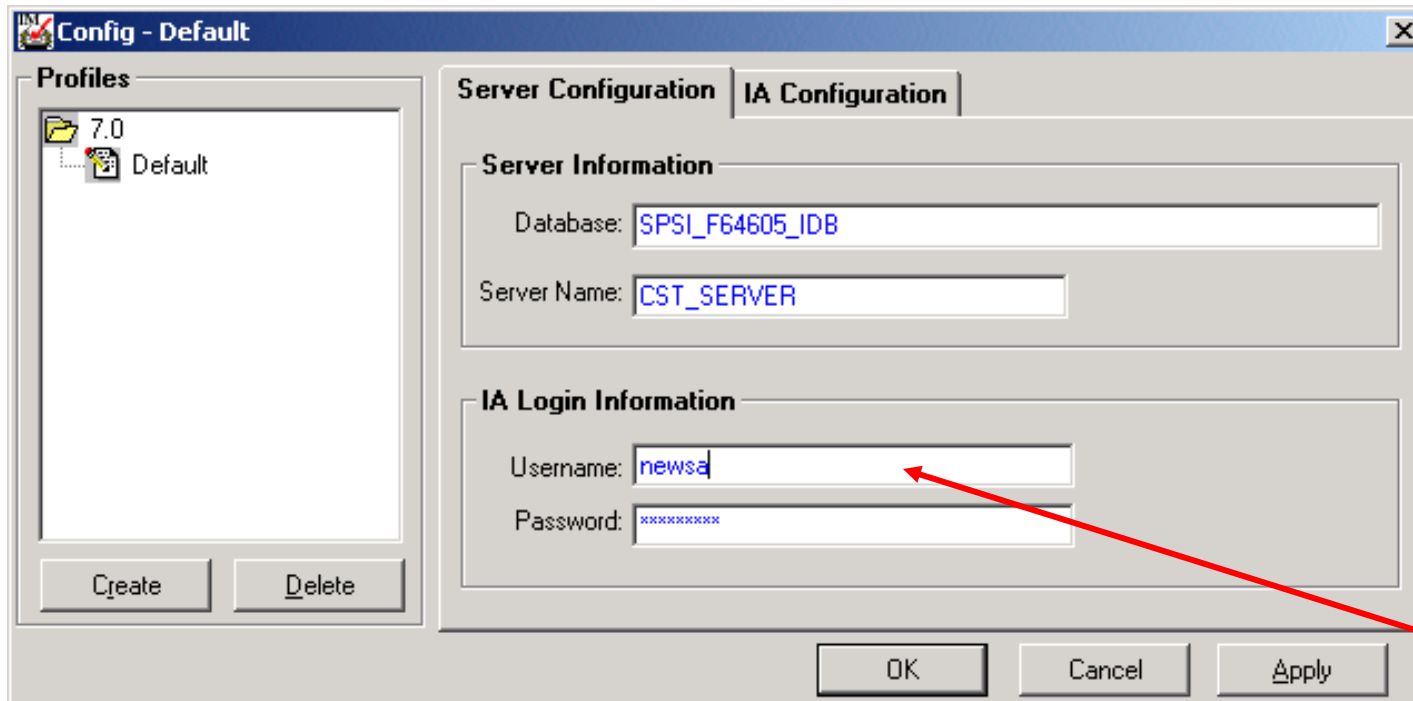


Select Profile
Here



Overview - Updating The SPS-I Profile Cont'd

- Change SPS-I IA password

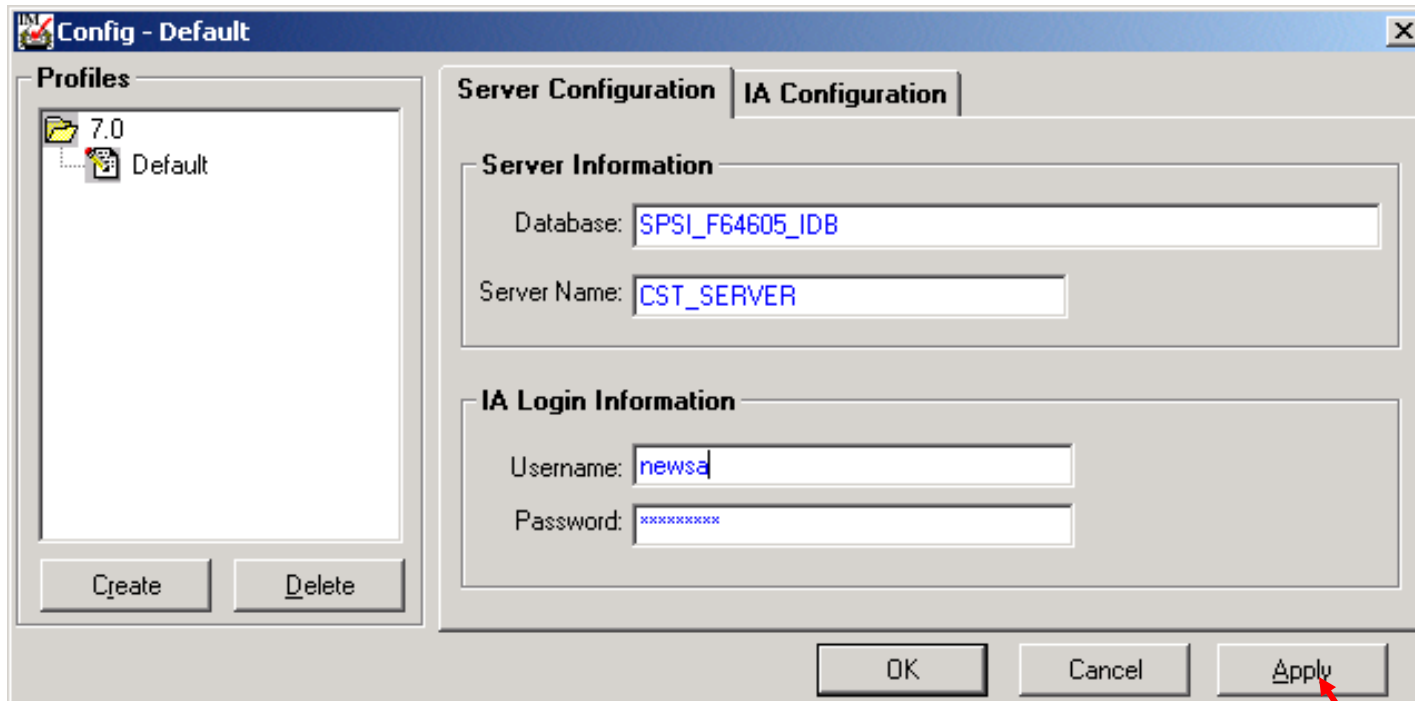


The screenshot shows a Windows-style dialog box titled "Config - Default". It has two tabs: "Server Configuration" and "IA Configuration". The "IA Configuration" tab is active. Under "Server Information", the "Database:" field contains "SPSI_F64605_IDB" and the "Server Name:" field contains "CST_SERVER". Under "IA Login Information", the "Username:" field contains "newsa" and the "Password:" field contains "xxxxxxx". A red arrow points from a text box on the right to the password field. At the bottom are "OK", "Cancel", and "Apply" buttons. On the left, there is a "Profiles" list with "7.0" and "Default" entries, and "Create" and "Delete" buttons.

Change IA
password
here

Overview - Updating The SPS-I Profile Cont'd

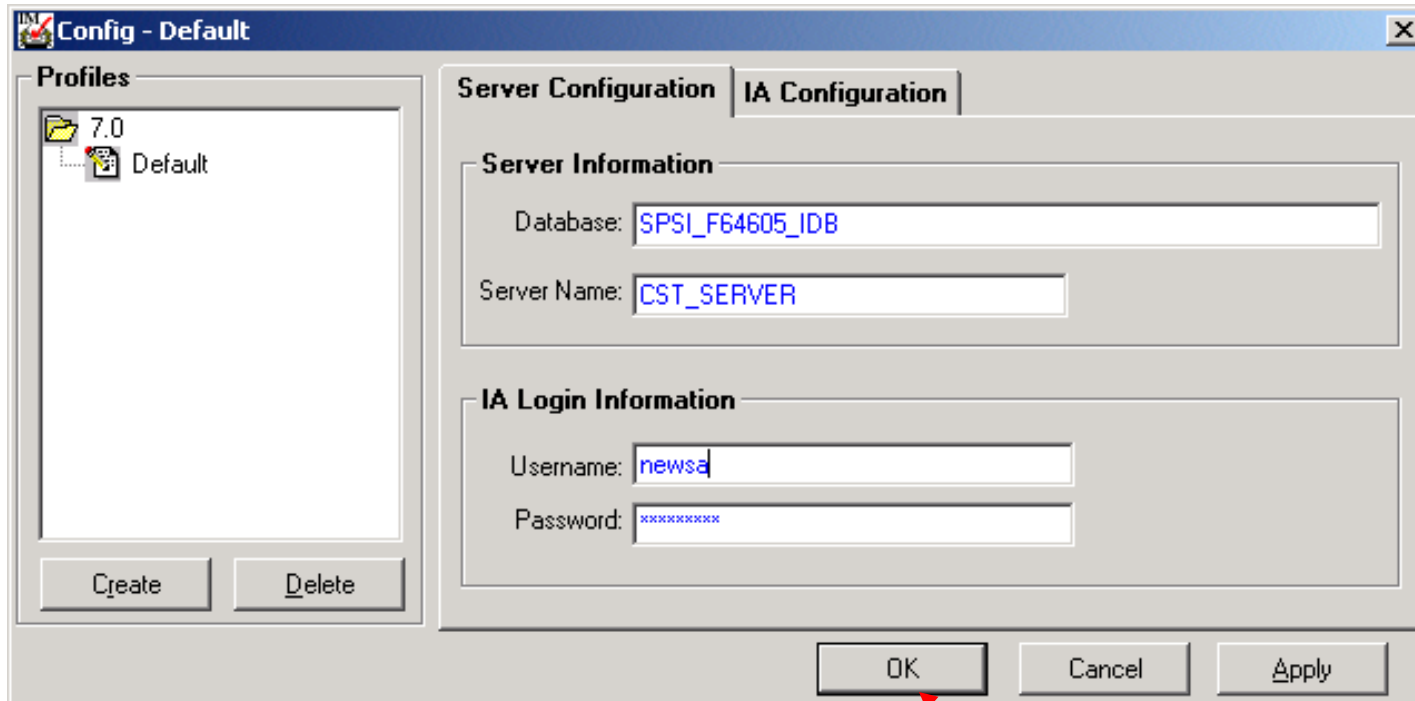
- Click Apply to set password



The image shows a Windows-style dialog box titled "Config - Default". It has two tabs: "Server Configuration" and "IA Configuration". The "IA Configuration" tab is selected. On the left, there is a "Profiles" list containing a folder icon labeled "7.0" and a document icon labeled "Default". Below this list are "Create" and "Delete" buttons. The main area of the dialog is divided into two sections: "Server Information" and "IA Login Information". In the "Server Information" section, the "Database:" field contains "SPSI_F64605_IDB" and the "Server Name:" field contains "CST_SERVER". In the "IA Login Information" section, the "Username:" field contains "newsd" and the "Password:" field contains "xxxxxxxx". At the bottom right of the dialog are "OK", "Cancel", and "Apply" buttons. A red arrow points to the "Apply" button.

Overview - Updating The SPS-I Profile Cont'd

- To close SPS-I Profiles click [OK]



Config - Default

Profiles

- 7.0
- Default

Create Delete

Server Configuration IA Configuration

Server Information

Database: SPSI_F64605_IDB

Server Name: CST_SERVER

IA Login Information

Username: newsa

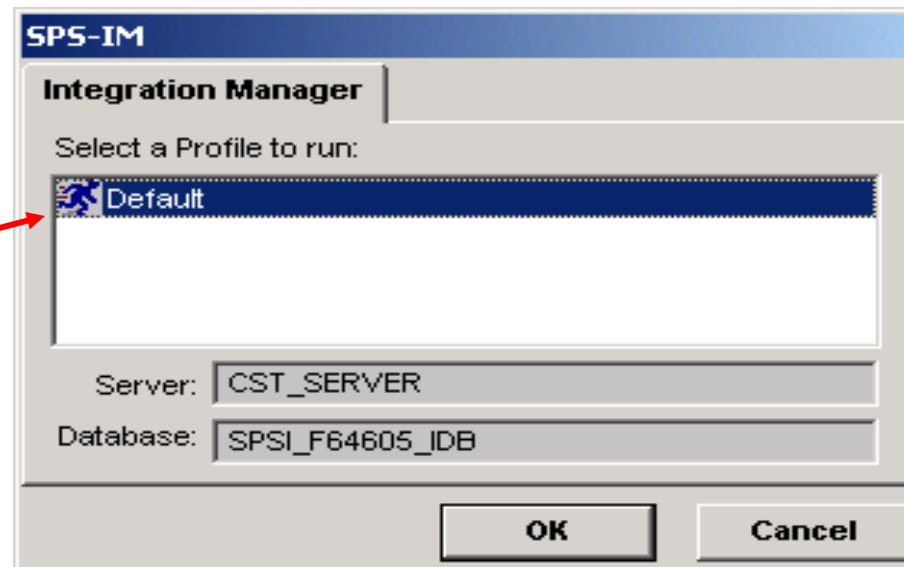
Password: xxxxxxxx

OK Cancel Apply

Overview - Updating The SPS-I Integration Manager (IM)



- To open SPS-I Profiles
 - Go to Start > Program Files > SPS-I > SPS Integration Manager
- Select Default as the Profile



Overview - Updating The SPS-I Integration Manager (IM) Cont'd



- Log into SPS-IM

A screenshot of the SPS-IM login window. The window has a title bar with "SPS-IM" and a close button. Inside, there is a logo on the left with the letters "IM" and a red checkmark over a lightning bolt. To the right of the logo, the text "Enter a User ID and password to log onto SPS-IM." is displayed. Below this, there are two input fields: "User ID:" with the text "newsa" and "Password:" with a masked password "xxxxxxx". At the bottom, there is a warning message: "WARNING: This software controls settings for PD² interface execution operations. Changes made within this software will directly impact ongoing PD² interfaces. Click on OK if you are an authorized PD² Interface Administrator." and two buttons: "OK" and "Cancel".

SPS-IM

IM

Enter a User ID and password to log onto SPS-IM.

User ID: newsa

Password: xxxxxxx

WARNING: This software controls settings for PD² interface execution operations. Changes made within this software will directly impact ongoing PD² interfaces. Click on OK if you are an authorized PD² Interface Administrator.

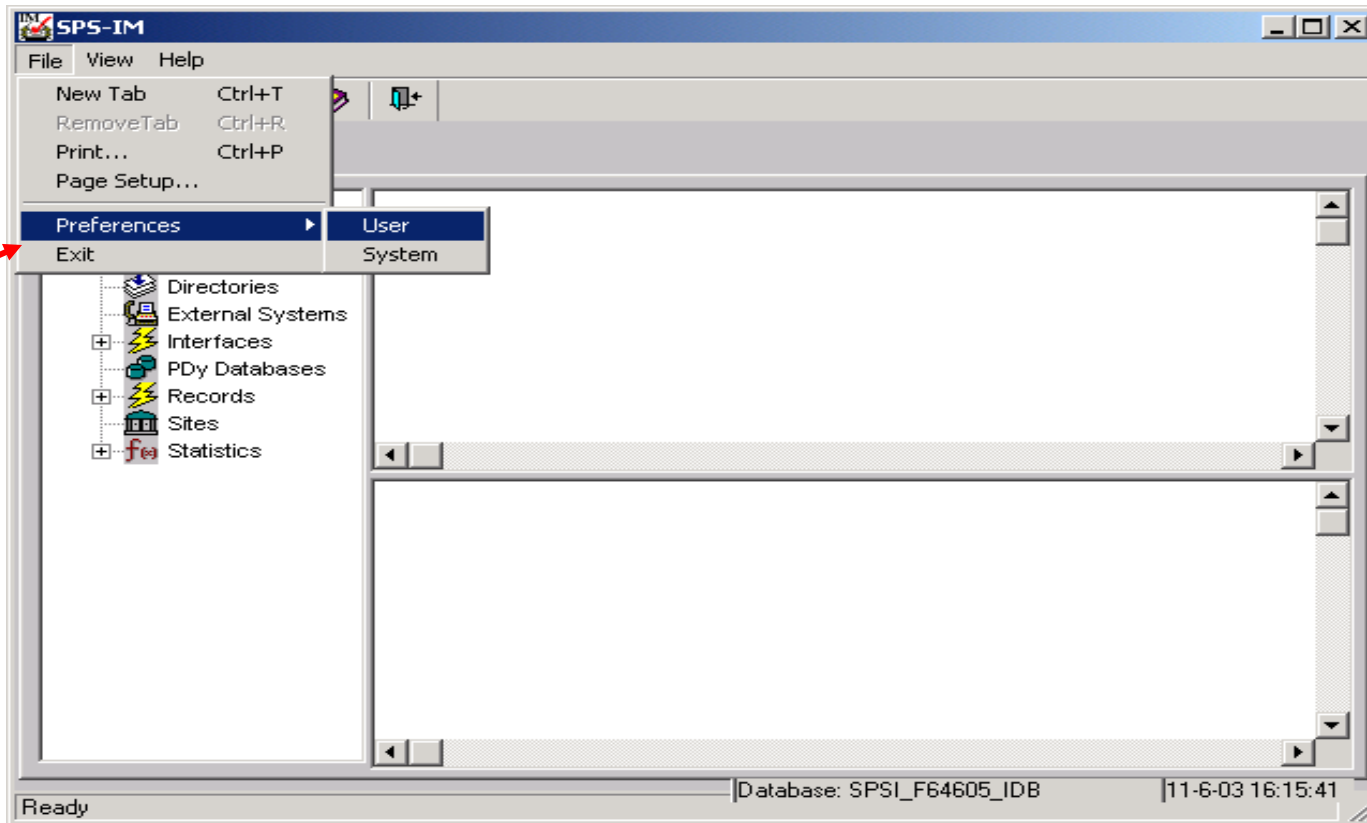
OK Cancel



Overview - Updating The SPS-I Integration Manager (IM) Cont'd



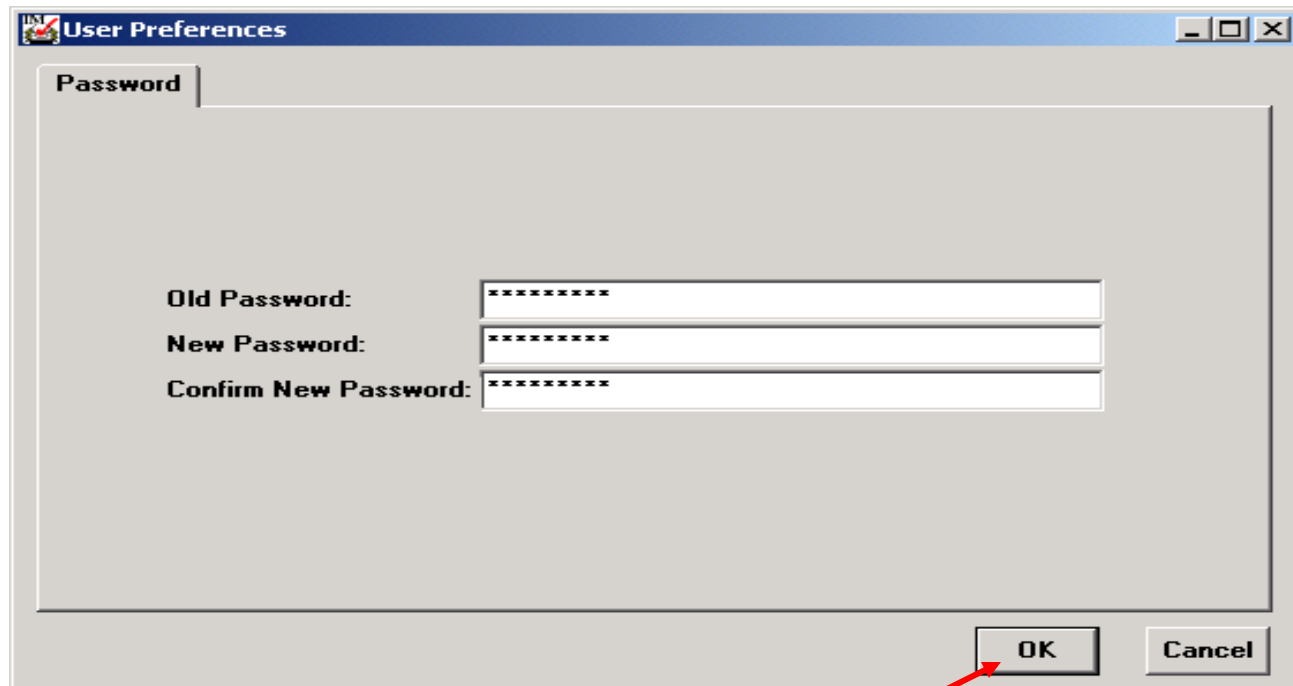
- To update go to File > Preferences > User



Overview - Updating The SPS-I Integration Manager (IM) Cont'd



- Change password
- Select [OK] to close

A screenshot of a "User Preferences" dialog box. The dialog has a title bar with the text "User Preferences" and standard window controls. Inside, there is a tab labeled "Password". Below the tab, there are three text input fields. The first field is labeled "Old Password:" and contains seven asterisks. The second field is labeled "New Password:" and contains seven asterisks. The third field is labeled "Confirm New Password:" and contains seven asterisks. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel". A red arrow points to the "OK" button.

Update The Application Server



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- When to update Application Server Password
 - “sysadmin” password is updated in Sybase
- Why update the Application Server Password
 - Start Application Server
 - Error Message when password incorrect
 - ✓ Could not Connect to Database
- How to Update Password
 - Install Script-Aid on Application Server



Update The Application Server



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- Add The pddod.ini File
 - ✓ Copy a pddod.ini file from a working machine
 - ✓ Add to <dir>:\Script-Aid directory.
- Change The ASF Password
 - To update password, run the Change ASF Password Script.



QUESTIONS



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